

Formal student complaint form for final course grades (Policy 5705)

All grade complaints must be initiated within thirty (30) calendar days of final grades posting to the student's transcript. Please read all the instructions on page two before filling out this form.

The evaluation of student performance and the assignment of course grades are the sole responsibility of the course instructor. A course grade complaint must be based on at least one of the following:

- a) Alleged deviation from course grading policies as specified in the syllabus
- b) Alleged calculation errors in applying grading procedures
- c) Alleged grading decisions for non-academic reasons

Complaints which are late, incomplete, illegible, or have not followed all steps will not be accepted.

Student Name: _____ **Phone:** _____
First Name Last Name

Student Email: _____ **Date:** _____

Instructor: _____ **Course:** _____ **Quarter/Year:** _____

Nature of the grade complaint (check all that apply):

- ☐ Alleged deviation from course grading policies as specified in the syllabus
- ☐ Alleged errors in applying grading procedures
- ☐ Alleged lowering of grades for non-academic reasons

Provide a statement explaining why you believe your grade was not accurate:

What outcome(s) are you seeking?

You must complete the following process steps in order. Check each step you have completed:

Informal Resolution Steps:

- ☐ 1. Connect with instructor regarding this grade complaint
- ☐ 2. If unresolved, meet with department chair regarding this complaint.
- ☐ 3. If still unresolved, meet with appropriate dean. Date of response from the Dean: _____

Formal Complaint Steps for Final Course Grades:

- ☐ 4. If complaint is not resolved during Step #3, submit this completed form and any supporting documentation to the appropriate instructional dean
- ☐ 5. Appeal to Academic complaint review committee (see policy 5705)

Student Signature _____ **Date** _____

For Administrative Use Only – Dean signature will be obtained by the Academic Affairs Office

Confirmation that this student has met with the instructor listed above, met with the appropriate department chair,

and has met with me (attach dean response) _____ Date _____

Dean Signature

Student Grade Complaint Form Instructions – (Related [SVC Policy 5705: Student Complaint](#))

Before submitting this form make sure you have completed all three informal resolutions steps.

Step One: Contact your instructor by email to see if the dispute can be resolved either through correction or an explanation. Provide evidence or description of why you think the issued course grade is inaccurate.

What to expect during step one: During the regular academic year instructors should respond within (10) instructional days. Instructors may not be available during the breaks between quarters or during the summer. Students may move directly to step two in the following circumstances:

- The instructor no longer works for the college or is off campus for an extended period and is unavailable.
- The instructor does not respond or acknowledge the email within (10) instructional days.

Step Two: Contact the department chair. Students who believe their instructor did not satisfactorily resolve their grade dispute may contact the appropriate department chair. Contact information can be found on the SVC website, faculty pages directory. You must forward any previous correspondence from your instructor to the Department Chair.

What to expect during step two: During the regular academic year, the department chair is expected to respond within (10) instruction days. Department chairs may not be available during breaks between quarters and may have limited hours during the summer. After acknowledging the student's initial email, the department chair may take up to an additional ten (10) instruction days to make a recommendation regarding the dispute.

Students may go directly to step three below under the following circumstances:

- If the department chair is also the instructor.
- If department chair does not initially respond or acknowledge a student's email or written correspondence within ten (10) instruction days. In this instance, students may contact the appropriate Dean directly via SVC email.

Step Three: If the issue is not resolved with the Department Chair, the department chair will refer the complaint to the appropriate instructional dean. The instructional dean will schedule a meeting with the student and seek to resolve the complaint. Students can expect initial contact from the appropriate Dean within (10) business days.

Formal academic/grade complaint level: Students who have gone through all three of the informal resolutions steps and believe their complaint has not been adequately resolved may submit the Formal Student Complaint Form for Final Course Grades.

What to expect during the Formal Grade Complaint Process:

- You may be asked to submit additional information or evidence. You must provide this evidence within (5) business days.
- The appropriate dean or designee will respond within (10) business day after receipt of the Formal Student Complaint Form and any requested information or evidence.

Appeal: In the event a student does not believe the dean's decision was accurate, the student may file an appeal with the Academic Complaint Review Committee. The instructions for making an appeal may be requested from the Vice President's Office. Students will have (5) business days from date of the dean's decision to file the appeal. Decisions of the Academic Complaint Review Committee are final.